Study of science and technology-based human resource development and reform in increasing global productivity Study in tolitoli regency, central sulawesi province

Muhammad Irvan[1], Ayuwandira[2], Jabal Nur[3]

[1,2]Management Study Program, Mujahidin College of Economics, Tolitoli, Indonesia
[3]Development Economics Study Program, Mujahidin College of Economics, Tolitoli, Indonesia

A R T I C L E   I N F O

ABSTRACT

Tolitoli Regency has a fairly large population and bureaucratic administrative problems so it is necessary to study and find out about human resource development and reform in order to create global productivity. The analytical approach used is qualitative description with ethnographic techniques that link experiences/habits and empirical facts. The literature and regulatory perspective shows that the existence of Regent's Regulation (PERBUP) Number 13 of 2022 concerning the Road Map for Bureaucratic Reform for 2022-2026 focuses on the goal of continuously increasing bureaucratic capacity with the final stage target of producing world-class bureaucratic character. A perspective based on experience and empirical facts from primary data sources shows that to date the Tolitoli Regency regional apparatus organization in the last few years as contained in the 2021-2026 Regional Strategic Plan has planned, carried out, implemented and evaluated existing work programs, especially those related to development and reform. Human resources in increasing global productivity are in accordance with the focus and priority scale which of course is adjusted to budget conditions.

Corresponding Author:

Muhammad Irvan,
Management Study Program,
Mujahideen College of Economic Sciences, Tolitoli,
Dr. Samratulangi st, No. 51 Kel. Tuweley, Tolitoli, 94515, Indonesia,
Email: muhammadirvan@stiemujahidin.ac.id

INTRODUCTION

The development of human resources (HR) becomes important when competition and developments have become global. just as a company has assets in the form of human resources that need to be developed, this is related to how to increase productivity in order to produce something more. HR development is a program aimed at increasing productivity and performance (Yohanes Arianto Budi Nugroho, 2019). Productivity is a concept regarding how productive the process is to produce certain outputs or in other words, productivity is a comparison between input and output (Kartika et al., 2021; Panjaitan, 2018; Septian, 2023). If it is connected to global

issues, globalization brings changes in various aspects, including HR aspects (Wahjono, 2023). Preparing human resources who master science and technology is a prerequisite for increasing the nation's competitiveness so that they are able to bring about change in a better direction (Muttaqin et al., 2018).

HR development can be interpreted as human capital development (HCD). One of them is implementing collaborative strategic management (SCM) as part of knowledge to produce expertise and skills in the digital era (Sugiat, 2020). It is necessary to adapt to science and technology, as a condition for being able to compete and increase economic growth. The use of information technology in the MSME sector in the midst of the Covid-19 pandemic has had a significant impact on improving the performance and skills of business actors. (Gunawan et al., 2021). The concept of HR management is the most important part of HR reform, namely the science and art of managing the relationships and roles of the workforce in order to achieve effectiveness (MSP Hasibuan, 2016). For example, the government bureaucracy needs to undergo reform as a result of its lack of productivity in providing public services (Thamrin, 2021; Yasa et al., 2021). In Indonesia, issues related to developing and reforming the quality of human resources are a top priority. The emphasis on quality aspects is necessary and was even put forward directly by Indonesian President Jokowidodo on the sidelines of the Plenary Cabinet Session regarding budget availability and indicative ceilings for 2020 on April 23 2019 at the Presidential Palace. (Eddy Cahyono Sugiarto, 2019).

Towards a superior Indonesia through human resource development can be realized with various innovations and creativity supported by science and technology (science and technology). Technology has an impact on significant changes in human life (E. Surahman, 2019). If it is unable to adapt to global conditions or competition, it will have an impact on the country's economic slowdown (Ruhana, 2012). This is based on the fact that developments in science and technology have an impact on changes in all aspects (Ariani, 2019).

The research results show that 21st century skills are needed in the world of industry and business (I Nengah wijaya; I Nyoman Kanca, 2019). Based on data from the International Labor Organization (ILO), Luxembourg is the country with the highest level of labor productivity compared to other countries, reaching 128.1 USD per hour. Indonesia itself is very far from Luxembourg with a productivity achievement of only 13.1 USD per hour (Ayu Monavia, 2022). This is certainly a challenge and homework for our country, especially with the status of having the fourth largest population in the world, and ranking first in ASEAN. Indonesia needs to improve and adapt to global competition/competitiveness through high global productivity. Moreover, in this case, starting from 2023, Indonesia will be appointed as chairman or leader of ASEAN (Kemenlu RI, 2022).

One of the regions in Central Sulawesi which also has quite a large population is Tolitoli Regency with a population of 226,794 people (2021). For this reason, it is necessary to study human resource development and reform and measure the level of global productivity through science and technology in this region. Through the description of this phenomenon, the author conducted research with the title "Study of Science and Technology-Based Human Resource Development and Reform in Increasing Global Productivity." Study in Tolitoli Regency, Central Sulawesi Province" with a problem formulation namely "How can science and technology-based human resource development and reform increase global productivity in Tolitoli Regency?". The urgency of this research is in line with national priorities in the HR sector, the importance of well-consolidated HR development and reform in order to increase productivity and global competitiveness. This is supported by targeted budgeting so that it is hoped that a clear and measurable road map will have an impact on increasing the human development index. Moreover, with its status as the country with the largest population in ASEAN and ranked fourth in the world. This research is in

line with the target of STIE Mujahidin's strategic plan in the field of research, namely producing science and technology, strengthening the economy and community entrepreneurship.

RESEARCH METHOD

The approach used is a qualitative descriptive data analysis technique using the ethnographic method. Ethnography is a research method for describing culture and people which aims to provide an in-depth understanding of a person's experiences, behavior, perspectives and history by interpreting what is thought/believed in the context of personal circumstances and the environment (Haryono, 2023). A researcher is involved in the community being studied by conducting participant observations, mingling with the culture and community and determining key informants. The data collection technique carried out is through structured interviews. Interviews were conducted using a list of questions that had been prepared previously. These questions are asked systematically to the sources.

Table 1. Table of indicators and research variables raised

KEYWORDS	INDICATOR	METHOD
HR Development and Reform	Regional Human Resources Development and Reform (Tolitoli Regency Area)	Studi Literatur, Dokumentasi dan Wawancara
Science and Technology	- 21st century competencies - Implementation of digitalization aspects - Human Capital Development (HCD) - Collaborative Strategic Management (CSM) - Information Technology	Literature Studies, Documentation and Interviews
Global Productivity	- Performance measured against global standards - *Skills* in the use of information technology - Innovation and creativity that give birth to global products	Literature Studies, Documentation and Interviews

RESULTS AND DISCUSSIONS

Literature and Regulation Perspectives

Based on PERBUP No. 13 of 2022 concerning the *Bureaucratic Reform Road Map* for 2022-2026. Grand design of Bureaucratic Reform. Currently, bureaucratic reform in Tolitoli is entering the 3rd period of 2020-2024 with a focus on the goal of continuously improving bureaucratic capacity as a continuation of bureaucratic reform in the second five years, in order to realize a world-class government. The final stage of bureaucratic reform will produce a world-class bureaucracy character which is characterized by several characteristics, namely the expected quality of public services and the more effective and efficient the government.

On the one hand, according to Permenpan RB number 25 of 2020, *the* 2020-2024 bureaucratic reform roadmap will prioritize focus and priorities. Focus means that bureaucratic reform efforts will be carried out by concentrating on basic governance issues. High Priority means that all government agencies will choose what should be prioritized for the improvement of government administration based on the characteristics of the resources and difficulties faced. This plan includes the goals and objectives of bureaucratic reform made by involving many stakeholders such as academics, practitioners, entrepreneurs, bureaucrats, and the public. This

bureaucratic reform is designed to answer problems in the field, by prioritizing cooperation and participation of many parties.

Regarding performance measured based on global standards, public service performance is work achievement, work implementation, work achievement or results/performances/work performances in the form of services provided by central/regional government civil servants (apparatus), SOEs/BUMDs in order to meet the needs of the community. In terms of products and industries, the creative industry is becoming an increasingly important sector in the global economy, especially in the era of increasingly massive digital systems. Various types of creative industries such as graphic design, film, music, video and others have entered the global market with great success. One of the key elements of the success of the creative industry is innovation and creativity (Ombudsman RI, 2023).

Experience and Fact Perspectives

One of the local government agencies, the One-Stop Investment and Integrated Services Office, published regarding the achievement of the Community Satisfaction Index which reached an IKM score of 86.12 in the "Good" category. This is certainly a good achievement for the local government in Tolitoli Regency. This also indicates that public services in the region, especially in Tolitoli Regency, Central Sulawesi Province, are getting better (Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu, 2024).

Regarding population and civil registration services, there are still several shortcomings due to the limited space and facilities for population administration services in related agencies. This can hinder the service and also make the service time a bit longer (Gafar, 2021).

The fact is that in 2023 Tolitoli Regency received a very low predicate related to the performance of regional apparatus (Evaluation Results of Regional Government Implementation) compared to other districts/cities in Central Sulawesi Province. Tolitoli got a score of 0.7542, a difference of 2.5782 with Sigi Regency which received the highest predicate with a score of 3.3324 (Inul, 2024). This is certainly a separate evaluation material for Tolitoli Regency in order to improve the performance of the local government even better in the future. Especially with the clarification of the Regional Head who said that the shortcomings were only in the part of the delay in fulfilling bureaucratic administration (Tolitoli, 2024).

To describe more clearly, here are some data from interviews with key informants related to human resource development and reform, science and global productivity.

VARIABLE	QUESTIONNAIRE	RESULT
HR Development and Reform	How is human resource development within the scope of the local government of Tolitoli Regency	BKPSDM helps ASN who are tasked with learning to carry out training, structural, functional training, and also development socialization. For now, Tolitoli is not intensely much, only doing the task of learning potential indicators in this case, including teachers, most of them are also taken by the Education Office, while the same is true for Health at the Health Office.
	How is the development of human resource reform within the scope of the local government of Tolitoli Regency	If for BKPSDM the change we have made in this case for ASN related to Performance BKPSDM has implemented an employee performance system where every month we also have to close the performance of each employee and that's basically, BKPSDM has also conducted socialization about employee discipline, we have done discipline, so it is more broadly if the reform Again if you go to the Education office, it may be a bit of a bit of a meaning, Return to their respective Regional apparatus.
	How is the Quality of Work of Civil Servants through the fulfillment of e-performance reports.	BKPSDM has done every month has asked for reports from ASN to report performance, which has used the performance management system application, so ASN itself every day must report employee performance so that it is included in the performance application report.

	How is the Quantity of Work of Civil Servants through the percentage of completion of e-performance reports.	For the quantity of BKPSDM, the structure of the organization is clear, the BKPSDM organization already has a function and each field has a clear function in carrying out performance whose work problems or functions are clear, it has referred to the existing competence that is considered to have met the quantity, so it is in accordance with the LPJ in the region.
	How is the Punctuality of Civil Servants in completing e-performance reports.	So if now BKPSDM has an application system, so on average for the completion of work it doesn't take long, for example, the promotion is now fast so there are no more obstacles, meaning that for example there is an employee promoted in April, before April the employee can get the decree and for example pensioners also because everything has used the system so on average all of it has been done on time.
	Is the information system-based reporting carried out by civil servants effective.	Speaking of effectiveness, BKPSDM uses a work system application, so in this case, maybe at this time what is effective may be just sensitive, meaning that the internet network is smooth, maybe the obstacles in the villages may be somewhat hampered, meaning but for now it is quite effective because BKPSDM has asked for reports every month, meaning that for its effectiveness it is already rather good/not bad because if every day it is also an obstacle to the internet.
	How is the Work Commitment of Civil Servants within the Tolitoli Regency Government to date.	If the BKPSDM in the local government is basically RKA and Regional apparatus, to carry out the work of BKPSDM, the commitment is in the basis of the RKA, so the task of the function carried out by the Regional apparatus is enough to reach the minute because it has reached the basics.
Science and Technology (IPTEK)	How is the progress of the implementation of learning critical thinking skills and conducting analysis on students at the elementary, junior high and high school levels	The current application of learning in the Independent Learning platform is clear, the provisions refer to the improvement of the education SPM which is outlined in the education report card. So all fields in the education office, how to solve the indicators, starting with the literacy of students' ability to read, calculate, manage their thinking skills.
	What is the policy on the use of technology in the learning process of students at the elementary, junior high and high school levels?	In the Education Office, there is one section that is indeed in the field of digitalization in the learning process or teaching and learning process as explained by the resource person at the beginning of the chromebook.
	What are the skills that students get in pursuing basic education (elementary, junior high & high school)	There is also a session to digitize students are expected to get a fun, meaningful and meaningful learning experience. Students trained to express students' opinions are expected to be critical and creative. Students will be motivated to solve learning challenges that do not benefit students with the current digitalization learning pattern.
	Are there any innovations produced by students in the work area of the Tolitoli Regency Education Office	Currently, the resource person has not seen officially what has been leganized for students' innovations in this learning, at the age of students it needs a process to be able to issue or produce innovations for students, especially since the performance of this independent learning has only been boosted or implemented in the district for the past two years. We are resource persons who think that there are innovations yet, but from the implementers of the teachers, many innovations have been made in implementing this learning in schools.
	Bagaimana kesempatan peserta didik di semua jenjang pendidikan dapat menunjukkan kreatifitasnya	Students are now asked to put out all their creativity, especially elementary and junior high schools in the area under the authority of the Tolitoli Regency Education and Culture Office, there is clearly a program called P5, this P5 program is to issue in addition to student organizations, other organizational organizations that are indeed to increase student creativity, which stands for P5 (Pancasila Student Profile Strengthening

		Project).
	Is there a life experience learning policy for students in schools	Melalui Chromebook kalau sudah live sudah dia itu melalui pola pembelajaran untuk jadi mahasiswa sebutannya seperti bermain tapi belajar.
	What achievements do students get related to knowledge and/or insight aspects	If the achievements are clear in our district in O2SN there is a representative of the district at the national level, in OSN it is also the same, recently O2SN to Jakarta the achievement of elementary school students. O2SN Junior High School up to the national level, awards up to five.
Global Productivity	How to involve stakeholders such as the private sector in development and public services	The involvement of stakeholders when we conduct deliberations at the level, whether in sub-districts, districts or villages, we involve all communities, religious shops, youth shops, private shops, why do we involve them? Because indeed in the regulation it is regulated related to the involvement of stakeholders,
	How to achieve infrastructure development targets in Tolitoli Regency over the past 5 years	If we talk about this infrastructure, there are actually a lot of them, so there really needs to be a classification that may be more specific, namely road infrastructure, irrigation and so on. This has been running according to the planning targets contained in the Strategic Plan and the regional plan of Tolitoli Regency.
	Are there any urgent obstacles or problems in the implementation of regional development	There are indeed many problems. Tolitoli Regency is one of the areas that is still very dependent on transfer funds. In essence, first, we are still a region that is still very dependent on transfer funds, and second, the use of DAK has now been determined.
	What are the obstacles or obstacles that arise in the implementation of development in the regions	If the obstacle was earlier, one of the examples is that we want to plan something, but we are limited because we have a very limited budget. Actually, if we have a little more fiscal space, maybe we can minimize these obstacles.
	Overall, what is the percentage of development success in the region in the last 5 years	If it is a percentage, I am a bit difficult to be able to explain that for example the percentage is probably usually we want to achieve that achievement every year now, right, for the RPJM period we are going to end in 2025, but while running this 2024 fiscal year so we cannot give a certainty, how many achievements we can get, Likewise in 2025.
	What is the mechanism of the development planning process in the regions	The mechanism, as I said earlier, is based on Law 25 of 2004 concerning the national development planning system, then the planning procedures start from the village level deliberations, after that we enter the sub-district deliberations, after that we enter the district deliberations, before that we enter the regional apparatus forum again, after that we enter the provincial level musrenbang, Then we go to the National Musrenbang. That's the mechanism of the stages.

Based on the results of qualitative data analysis with a descriptive analysis approach through the ethnography method, it was found that the perspective of literature and regulations shows that the existence of Regent Regulation (PERBUP) Number 13 of 2022 concerning the *Road map* for Bureaucratic Reform for 2022-2026 focuses on the goal of continuously improving bureaucratic capacity with the target of the final stage will produce a world-class bureaucracy *character (World Class Bureaucracy)* which is characterized by several characteristics, namely the expected quality of public services and the more effective and efficient the government. This is strengthened by Permenpan RB number 25 of 2020, *the* 2020-2024 bureaucratic reform roadmap which prioritizes focus and priorities. Focus means that bureaucratic reform efforts will be carried out by concentrating on the basic problems of governance, while the priority in question is High Priority, which means that all government agencies will choose what must be prioritized for the improvement of government administration based on the characteristics of resources and difficulties faced. The perspective based on experience and empirical facts from primary data

sources shows that until now, the regional apparatus organization of Tolitoli Regency in recent years contained in the 2021-2026 Regional Strategic Plan has planned, implemented, implemented and evaluated existing work programs, especially related to human resource development and reform in increasing global productivity in accordance with the focus and priority scale, which of course is adjusted to budget conditions. Thus, quality improvement in the realm of human resource development and reform within Tolitoli Regency has been running and in accordance with the focus and priorities to build and achieve global productivity *(World Class Bureaucracy).* Regional apparatus organizations in Tolitoli Regency have also implemented the use of management information systems (SIM) in the planning, implementation and reporting administration system as well as budget accountability This is in accordance with the results of the research (Yanto, 2019) which shows the effectiveness of the financial performance of the regional apparatus.

CONCLUSION

The development and reform of human resources in increasing global productivity has been carried out in accordance with the regional strategic plan contained in the 2021-2026 RENSTRA document of Tolitoli Regency. The focus and priorities of program implementation have led to efforts to achieve world-class bureaucratic character. In this case, the performance of the local government has been going well, but there are still some evaluation materials related to the fulfillment of local government bureaucratic administration.

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